

**Amendments To the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

Claims 1 - 55. Previously cancelled.

Claim 56. Cancelled

57. **(currently amended)** The method of claim ~~56~~ 76 wherein the validation routine tests the object and stores the validation result, updates a first environmental variable to designate a validation status, and updates a second environmental variable that contains a path to the validation result.

58. **(previously presented)** The method of claim 57 wherein step (b) further comprises invoking a default validation routine that stores a summary of the problem as a validation result and ends the automated triage process if no validation routine exists for the event class.

59. **(Cancelled)**

60. **(currently amended)** The method of claim ~~59~~ 57, wherein the re-invoked validation routine re-tests the object and stores the validation result, and updates the first environmental variable to indicate the validation status.

61. **(Currently Amended)** The method of claim ~~60~~ 57 wherein ~~the~~ triage data comprises the first environmental variable indicating the validation status and the second environmental variable containing the path to the stored validation results.

62. **(currently amended)** The method of claim 56 61 wherein the a network management program uses the triage data to create any required problem tickets or notifications for the event.

63. **(currently amended)** The method of claim 56 76 wherein the validation routine designates false positive events as invalid.

64. **(currently amended)** The method of claim 56 76 wherein the validation routine designates transient events as invalid.

65. **(currently amended)** The method of claim 56 76 wherein the validation routine designates predefined secondary events as invalid.

66. **(currently amended)** The method of claim 56 76 further comprising automatically dispatching a problem ticket at the end of the triage process only for valid events.

67. **(currently amended)** The method of claim 56 76 further comprising determining if the event is associated with an object in maintenance and, if in maintenance, ending the automated triage process.

68. **(currently amended)** The method of claim 56 76 wherein the validation routine designates as valid events those events that are not a transient system event, not a false positive event, or not a predefined secondary event.

69. **(Cancelled)**

70. **(Cancelled)**

71. **(Cancelled)**

72. **(currently amended)** The method of claim ~~56~~ 61 further comprising appending triage data to a problem ticket.

73. **(currently amended)** The method of claim ~~56~~ 76 wherein invoking the validation routine comprises dynamically loading a script dependent on the event class.

74. **(Cancelled)**

75. **(Cancelled)**

76. **(NEW)** A method of managing events in a network to reduce operator intervention when an event representative of a problem with an object in the network is detected, comprising:

receiving an event at reception engine representative of a problem with an object in the network;

reading the event details of the event to determine an event class for the event; prior to dispatching the event by the reception engine, invoking one of a plurality automated triage processes based on the event class for the event, wherein each automated triage process is based on an event class and comprises a specific validation routine for determining valid and invalid events and a specific remediation routine for attempting to correct the problem without manual intervention, such that the same validation and remediation routines are called for every event within the same event class for consistent event processing; said invoked automated triage process comprises:

- (a) creating an event record to store results of the automated triage process;
- (b) automatically invoking the specific validation routine for that event class which provides for detection and validation of the event and updates the event record with validation routine results;

(c) if the validation routine determines the event is invalid, dropping the event from the reception engine and ending the automated triage process; otherwise, automatically invoking the specific remediation routine for that event class to attempt to correct the problem;

(d) re-invoking the validation routine for the event class which updates the event record with the validation routine results and, if the event is now invalid, dropping the event from the reception engine and ending the automated triage process;

(e) if the event is still valid, passing the event back to the reception engine along with at least two new environmental variables for the event comprising a validation code variable based on the validation routine results and a triage path variable comprising a path to the validation routine results of the automated triage for use in the event dispatch process; and

(f) ending the automated triage process.

77. (New) A system of managing events in a network to reduce operator intervention, when an event representative of a problem with an object in the network is received at a reception engine comprising:

a network communication channel;

at least one server having a reception engine connected to the network communication channel;

a notification means for forwarding an event of a monitored object to the reception engine;

an automated triage process for receiving an event at reception engine representative of a problem with an object in the network comprising:

reading the event details of the event to determine an event class for the event;

prior to dispatching the event by the reception engine, invoking one of a plurality automated triage processes based on the event class for the event, wherein each automated triage process is based on an event class and comprises a specific validation routine for determining valid and invalid events and a specific remediation

routine for attempting to correct the problem without manual intervention, such that the same validation and remediation routines are called for every event within the same event class for consistent event processing; said invoked automated triage process comprises:

- (a) creating an event record to store results of the automated triage process;
- (b) automatically invoking the specific validation routine for that event class which provides for detection and validation of the event and updates the event record with validation routine results;
- (c) if the validation routine determines the event is invalid, dropping the event from the reception engine and ending the automated triage process; otherwise, automatically invoking the specific remediation routine for that event class to attempt to correct the problem;
- (d) re-invoking the validation routine for the event class which updates the event record with the validation routine results and, if the event is now invalid, dropping the event from the reception engine and ending the automated triage process;
- (e) if the event is still valid, passing the event back to the reception engine along with at least two new environmental variables for the event comprising a validation code variable based on the validation routine results and a triage path variable comprising a path to the validation routine results of the automated triage for use in the event dispatch process; and
- (f) ending the automated triage process.

78. (New) A physical computer-readable storage medium for managing events in a network to reduce operator intervention when an event representative of a problem with an object in the network is received by a reception engine comprising computer-executable instructions embedded thereon for:

- reading event details of an event received at a reception engine representative of a problem with an object in the network to determine an event class for the event;
- prior to dispatching the event by the reception engine, invoking one of a plurality automated triage processes based on the event class for the event, wherein

each automated triage process is based on an event class and comprises a specific validation routine for determining valid and invalid events and a specific remediation routine for attempting to correct the problem without manual intervention, such that the same validation and remediation routines are called for every event within the same event class for consistent event processing; said invoked automated triage process comprises computer-executable instructions for:

- (a) creating an event record to store results of the automated triage process;
- (b) automatically invoking the specific validation routine for that event class which provides for detection and validation of the event and updates the event record with validation routine results;
- (c) if the validation routine determines the event is invalid, dropping the event from the reception engine and ending the automated triage process; otherwise, automatically invoking the specific remediation routine for that event class to attempt to correct the problem;
- (d) re-invoking the validation routine for the event class which updates the event record with the validation routine results and, if the event is now invalid, dropping the event from the reception engine and ending the automated triage process;
- (e) if the event is still valid, passing the event back to the reception engine along with at least two new environmental variables for the event comprising a validation code variable based on the validation routine results and a triage path variable comprising a path to the validation routine results of the automated triage for use in the event dispatch process; and
- (f) ending the automated triage process.